

OBSERVATION REPORT #101

Verizon's response to NJ Observation Report #49 removes the requirement of matching the Estimated Measured Loss (EML) with Actual Measured Loss (AML) on the Word Document.

Issue

KPMG Consulting has reviewed the following documents that Verizon updated in response to NJ Observation Report #49:

- Unbundled DS1 Loops-South – RCO-98-0026, iss. 1/16/01
- Unbundled 4-wire Digital Loops-South: 2001-001-MDP, iss. 1/12/01
- Genius Jack Job Aid

All requirements to compare power level readings (AML) with the EML on the Word document have been removed from the M&Ps. KPMG Consulting's experience with other jurisdictions observed EML/AML comparisons being performed on a routine basis on installation turn-up. Furthermore KPMG Consulting feels that this test is necessary for the following reasons:

- 1.) Assure that the AML falls into the acceptable range.
- 2.) Detect an EML/AML mismatch that could indicate an improperly designed circuit.
- 3.) Establish a performance benchmark for future maintenance reports.

Assessment

Without comparing the EML with the AML there is no guarantee that power levels will fall into an acceptable range. This could cause a delay in service turn-up or degraded service. This may result in a decrease in CLEC customer satisfaction, especially since any problem of this type will occur on the first day of new service by a CLEC.

This exception report is for discussion purposes only and is subject to change without notice.